



Actuarial & Employer Services Branch
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February 18, 2009

AGENDA ITEM 12

**TO: MEMBERS OF THE BENEFITS AND PROGRAM ADMINISTRATION
COMMITTEE**

- I. SUBJECT:** Employer Customer Inquiry Performance Measures
- II. PROGRAM:** Actuarial and Employer Services Branch
- III. RECOMMENDATION:** For Information Only
- IV. ANALYSIS:**

Attached are the FY 2008-2009 2nd Quarter Employer Customer Inquiry Dashboards and Summary Report. The Summary Report is provided as Attachment A. The dashboard reports are provided as Attachment B.

V. STRATEGIC PLAN:

The performance measurements described in the attachments are directly aligned to the CalPERS strategic goals.

VI. RESULTS/COSTS:

There are no costs associated with this item.

Lori McGartland, Chief
Employer Services Division

Ronald L. Seeling, Chief Actuary
Actuarial and Employer Services

Attachments